



Last Updated: 03/09/2022

AMERIGROUP Community Care's Expansion into Three Localities (Madison, Orange, and Rappahannock Counties) - Effective December 1, 2009

The purpose of this memorandum is to inform you that effective December 1, 2009 AMERIGROUP Community Care will expand into three (3) localities. These localities are:

- Orange County
- Rappahannock County

Madison County

Newly enrolled Medicaid and FAMIS individuals residing in Madison and Rappahannock Counties will be able to choose among three managed care health plans: Anthem HealthKeepers Plus, Optima Family Care, or AMERIGROUP Community Care. Medicaid and FAMIS individuals residing in Orange County will be able to choose among four plans: Anthem HealthKeepers Plus, Optima Family Care, Southern Health CareNet, or AMERIGROUP Community Care. Current Medicaid and FAMIS managed care participants will have the option to choose among the available plans, including AMERIGROUP during the next open enrollment period.

Impact on Providers

If you wish to consider contracting with AMERIGROUP or any of the other MCOs operating in these areas, contact information for the MCOs is provided below:

MCO Provider Services Contact
Information



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AMERIGROUP Community Care 1-800-454-3730
www.amerigroupcorp.com Anthem Healthkeepers
Plus 1-800-901-0020 www.anthem.com

Optima Family Care 1-800-229-8822
www.Optimahealth.com Southern
Health/CareNet 1-800-449-1944
www.directprovider.com

DMAS encourages providers who wish to participate to contact AMERIGROUP and any of the other MCOs operating in these areas. Please be aware that the credentialing and contracting process may take up to 90 days.

Please refer to the DMAS website under Managed Care at http://www.dmas.virginia.gov/downloads/pdfs/mc-mdlnII_cov_areas_updt.pdf for health plans participating in your area.

Impact of MCO Expansion on Recipients

Medicaid Recipients may contact the Managed Care HelpLine at 1-800-643-2273 (TDD: 1-800-817- 6608) or find more information about Managed Care on the DMAS website at www.dmas.virginia.gov/mc-home.htm. FAMIS enrollees should contact the FAMIS CPU at 1-866-873- 2647 (TDD: 1-888-221-1590) for assistance with choosing an MCO.

REQUESTS FOR DUPLICATE REMITTANCE ADVICES

In an effort to reduce operating expenditures, requests for duplicate provider remittance advices will no longer be printed and mailed free of charge. Duplicate remittance advices will be processed and sent via secure email. A processing fee for generating duplicate paper remittance advices will be applied to paper requests, effective July 1, 2009.



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ALTERNATE METHODS TO LOOK UP INFORMATION

Effective August 1, 2009, DMAS authorized users now have the additional capability to look up service limits by entering a procedure code with or without a modifier. Any procedure code entered must be part of a current service limit edit to obtain any results. The service limit information returned will pertain to all procedure codes used in that edit and will not be limited to the one procedure code that is entered. This is designed to enhance the current ability to request service limits by Service Type, e.g., substance abuse, home health, etc. Please refer to the appropriate Provider Manual for the specific service limit policies.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions - Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>.



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The MediCall voice response system will provide the same information and can be accessed by calling 1- 800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left- hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals,

Memos

and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780- 0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important



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program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.